

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**STOCK CLERK
VARIOUS DEPARTMENTS**

GENERAL STATEMENT OF DUTIES

Performs clerical work in support of a department or division. Employee reports to a supervisor, superintendent, or division director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs clerical duties to purchase, stock, and authorize distribution of a variety of supplies. Work includes issuing a variety of emergency and routine supplies, maintaining inventory of same, and requesting purchases to replenish supplies. Additional responsibilities include establishing and maintaining a variety of computerized and tangible records and files. Employee may also be responsible for performing other routine clerical duties as required. Employee may be required to be on-call after normal working hours to support emergency needs. Employee must exercise independent judgment, discretion, and initiative in completing assignments, and handling difficult public contact situations requiring considerable tact and knowledge of City policies, procedures and programs. Work is performed under the general supervision of a supervisor, superintendent or division director and is evaluated through observation, conferences and review of work performed.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Issues a variety of equipment and supplies to department and division employees, maintaining computerized and tangible files on same.

Performs and is accountable for inventory of stock and equipment under stockroom control.

Performs basic bookkeeping duties as necessary.

Prepares a variety of routine and special reports as requested.

Establishes and maintains a variety of tangible and computerized files and records.

Submits purchase requisitions for inventory replenishments and other items for department as needed.

Receives supplies from vendors including initiating receiving reports.

Issues supplies to technical staff and maintains data entry for job work order system in HTE.

Responsible for issuance of returnable special tools and equipment.

STOCK CLERK

Acts as vendor liaison and as such is responsible for warranty returns, stocking levels and pricing issues.

Utilizes bar code system for inventory control.

Performs periodic inventory cycle counts.

ADDITIONAL JOB FUNCTIONS

May maintain cleanliness of office and facilities as assigned.

May perform a variety of routine clerical duties such as typing, filing, answering telephones, etc.

Cross-trained to cover additional responsibilities in the absence of the Stockroom Supervisor and/or Administrative Assistant.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the organization and functions of computer spreadsheet and management software.

General knowledge of ordering and maintaining supply inventories.

General knowledge of modern office practices, procedures, equipment and clerical techniques.

General knowledge of arithmetic, spelling, grammar, punctuation and vocabulary.

Skill in the operation of computer-driven data entry equipment.

Ability to establish and maintain effective working relationships with supervisors, co-workers and subordinate personnel.

Ability to develop and modify work procedures, methods and processes to improve efficiency.

Ability to maintain complex records and to prepare accurate reports from them.

Ability to deal with people in a tactful and effective manner.

Ability to communicate effectively in oral and written form.

Ability to communicate using two-way radios and beepers.

Ability to operate a forklift.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school, and 1 to 3 years of experience in the issue of inventory and acquisition of parts and supplies; and/or any equivalent combination of training and experience required to perform the essential position functions.

STOCK CLERK

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 7
Non-Exempt